

5.2 LOGGING OFF TAFI

To log off (exit) the CLEC TAFI system, the user must depress the F6 function key *while at the Initial Trouble Entry Window*. (Obviously, the CLEC TAFI system will not allow a user to log off in the middle of processing a customer's trouble report.)

⇒ **Note:** Some of the function keys in the TAFI application can take on different characteristics depending upon which TAFI 'window' is active. The best advice is to look at the bottom of a given window and take note of the functions performed by the "F" keys. For example, at the Initial Trouble Entry Window, F3 displays the status of the user's queue while in a 'look-up' window F3 moves the selection bar down a position.

Depressing the F6 function key produces the following Message Window asking the user to confirm that exiting the system is the requested function:

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM

TN [] NAME [] ADDRESS [] OOS []

DIAL

- OUTGO
- INCOM
- TRANS
- MEMOR
- MEMOR
- CALLI
- LONG
- PHYSI
- DATA
- ENHAN
- NEW F
- NEW FLOW 2

NOTICE

Are you sure you want to exit?

Yes No

***** May contain fragmented CPNI, to be used only *
 * consistent with your CPNI training. Not to *
 * be used for sales and marketing purposes. *

No troubles in queue 08:15:22

Figure 5 – Log-Off Screen

Depressing the Enter key (to accept the default value of Yes) causes the CLEC TAFI system to log the user off and disconnects the connection. The LAN-LAN user will be returned to their desktop. The DIALS user will be returned to a blank Telnet screen. (Follow your company's procedure to gracefully drop the telephone connection.)

5.3 THE TAFI SCREEN

Once logged back into the CLEC TAFI system, the user will see the initial screen as shown below:

Figure 6 – CLEC TAFI Initial Screen

5.3.1 BASIC SCREEN LAYOUT

Take a moment to look at the TAFI screen and learn a little more about how it's laid out:

5.3.1.1 TITLE BAR

Across the top of every TAFI screen is the "Title Bar". It verifies that you are using the TAFI application - because in the middle of this title bar is the application name:

Trouble Analysis Facilitation Interface

At the left side of the title bar is **today's date** (i.e., 02-25-00) and the current **software level** is identified on the right side of the title bar. The current software level (at this writing) is:

- BST (indicating that BellSouth owns and maintains this product)
- R2000.1 (indicates that this is the first major release in the year 2000)
- SIM (indicates that you are using the training or Simulated database)

To the left of the software level information is an indicator which identifies which CLEC TAFI processor is being accessed (i.e., BRTAFIYM is the CLEC TAFI back-up system located in the Birmingham data center). This assists the support personnel in identifying which physical machine was being used when system problems are reported.

5.3.1.2 STATUS LINE

The Status Line is located at the very bottom of the CLEC TAFI screen (under the border) and provides information about what CLEC TAFI system is doing. At the extreme right side of this line is a clock display. This clock shows you what time it is at the CLEC TAFI processor location.

⇒ **Note:** The CLEC TAFI production system is located in Charlotte, NC and the clock displays Eastern Time while the back-up system is located in Birmingham and that clock displays Central Time.

To the left of the clock TAFI displays a report “timer” that starts once the information on the Initial Trouble Entry Window is entered. It displays the number of minutes and seconds since the report was initiated. The intent of this timer is to provide feedback as to how long the user has been actively working on a given report.

The left side of the Status line provides you with information about what the CLEC TAFI system is doing. Think of these status messages as CLEC TAFI talking to you, telling you what it’s doing and any problems (i.e., error messages encountered with downstream systems) that were encountered. If the user makes an error, TAFI will let the user know about it in this status message area. (For example, if you forget to enter a value in a required field, CLEC TAFI will not let you proceed until that field is satisfied. CLEC TAFI will move the cursor to the required field and politely tell you (in this status line area) “Field must be entered”.)

5.3.1.3 ACTIVE WINDOW

The term ‘windows’ in the CLEC TAFI system refers to areas of the screen, usually surrounded by a line, that displays or requests information. These windows may overlap other information on the screen. You can tell which TAFI window is the ‘active’ window by locating the TAFI cursor (typically a red square the size of a character).

Look at your screen. The cursor (typically a red square) is in the first position of the TN field on the Initial Trouble Entry Window. Coincidentally, this is the starting point for processing a customer’s trouble report.

The Initial Trouble Entry window is displayed when:

- The user initially logs on to the CLEC TAFI system
- The user finishes processing a trouble report (and TAFI is ready for the next report)
- The current trouble report is placed in the TAFI trouble processing queue

Let's take a closer look at the Initial Trouble Entry Window.

```
TN [REDACTED]

Queue Management? [REDACTED]

[F2]profile   [F3]queued   [F4]supervise   [F6]exit

*****
* May contain fragmented CPNI, to be used only *
* consistent with your CPNI training. Not to   *
* be used for sales and marketing purposes.    *
*****
```

The first thing the user will notice is the warning message regarding Customer Proprietary Network Information (CPNI). Since the CLEC TAFI system allows the user to view certain items on the customer's record, the user has access to CPNI data. BellSouth can not control how the CLEC user applies this information. However, BellSouth does put up this warning message as a reminder. (This message appears on all internal TAFI systems as well.)

Only one item of information is required to start the trouble processing activity:

- The Telephone Number (TN) of the line in trouble.

This TN field is provided in three sections: (1) three characters for the NPA (or 'Area Code'), (2) three characters for the NXX (or office code) and (3) 'XXXX' field for the actual number. This last field has been expanded to 24 characters to accommodate PBX Terminal or DID numbers (i.e., 999 555 1234TER00001).

The "Queue Management" option is located on the Initial Trouble Entry window. The default value for this field is NO (N) when not populated by the user. In the normal course of processing a trouble report, the user only populates the TN field and then depresses the **Enter** key. To populate the Queue Management field, the user must use the Down Arrow key after entering the telephone number.

What is Queue Management? In the larger maintenance centers (high volume of trouble reports) a supervisor monitoring the queue activity (Section 13.1) may notice that a large number of reports are in queue. He will typically designate an individual to stop taking customer calls and provides them with a list of queued reports to work on. Since these queued reports were generated by many different users, TAFI will generate a subsequent report in LMOS when someone else (i.e., the user processing queued reports) provides information. The "Queue Management" option was introduced to avoid generating an unnecessary subsequent report. In other words, when a user is processing reports queued by someone else, he/she will down arrow to the Queue Management option and enter "Y". TAFI will then treat the report as if the original user processed the queued report and not generate the LMOS subsequent report.

⇒ **Note:** A user processing their own queued reports (Section 8) would not use this Queue Management option.

Along the bottom of the Initial Trouble Entry Window the user will notice prompts indicating which function a given function key will perform.

5.3.2.1 F2 PROFILE

BellSouth maintains all CLEC profiles and this function is not available to the CLEC user.

5.3.2.2 F3 QUEUE

During the process of handling customer troubles the user may periodically put a report in queue (so TAFI can continue to work on the trouble while the user talks to another customer). To view the status of these queued reports, depress the F3 key while you are at the Initial Trouble Entry Window.

5.3.2.3 F4 SUPERVISE

This function key allows CLEC users with the 'supervisor' authority to access the user queue management function (see Section 13).

5.3.2.4 F6 EXIT

From this window, depressing F6 will terminate the CLEC TAFI session.

5.3.2.5 ENTERING THE DATA

Once the TN field is populated, (and the user is not processing Queue Management reports) the user depresses the **Enter** key to begin the process. Based upon the telephone number entered, TAFI knows which:

- LMOS system to access to retrieve the customer's name and address information (along with many other pieces of information). There are three different LMOS systems in BellSouth each with multiple Front-End processors.
- Which CRIS database to access to retrieve the customer's CSR.
- Which Predictor system to use should line translations need verification. There are sixteen Predictor systems.
- Which MARCH system to use should reprogramming the switch be required to repair the customer's features problem. There is four MARCH systems.

⇒ **Note:** Make sure the information is correct on the Initial Trouble Entry Window before depressing the Enter Key. Once the user depresses the Enter Key, a TAFI report is generated. If the user determines that an input error was made, they will have to "cancel" this report (see Section 10.1) and initiate a new one. *(The user can not depress F6 and 'backup' to the Initial Trouble Entry Window).*

5.4 TAFI ON-LINE JOB AIDS

TAFI has on-line references that provide information about various products and services BellSouth provides, along with other information useful in processing a trouble report. This window may be accessed through the Help window function key (F1).

⇒ **Note:** The 'Help Key' (F1) can be depressed at any time and from any TAFI window to obtain reference information ... even without a telephone number entered in the Initial Trouble Entry Window. The user should access this resource and become familiar with all of the information available.

To review the on-line job aid capabilities, the user should log into the CLEC TAFI system:

```

02-25-00 Trouble Analysis Facilitation Interface  BRTAFIYM  BST R2000.1 SIM
TN  [redacted] NAME [redacted]
OOS  ADDRESS [redacted]

[DIAL] TN [redacted]
[OUTGO]
[INCOM] Queue Management? [redacted]
[TRANS]
[MEMOR] F2profile F3queued F4supervise F6exit
[MEMOR]
[CALLI]
[LONG] *****
[PHYSI] * May contain fragmented CPNI, to be used only *
[DATA] * consistent with your CPNI training. Not to *
[ENHAN] * be used for sales and marketing purposes. *
[NEW F] *****
[NEW FLOW 2] |

```

No troubles in queue 08:13:12

Figure 7 – Initial Trouble Entry Window

Depressing the F1 Help function key will result in obtaining the “TAFI Master Help Menu”:

```

02-25-00 Trouble Analysis Facilitation Interface  BRTAFIYM  BST R2000.1 SIM
TN  [redacted] NAME [redacted]
OOS  ADDRESS [redacted]

[DIAL] TN [redacted]
[OUTGO]
[INCOM] Queue Management? [redacted]
[TRANS]
[MEMOR] F2profile F3queued
[MEMOR]
[CALLI] *****
[LONG] * May contain fragment
[PHYSI] * consistent with your
[DATA] * be used for sales an
[ENHAN] *****
[NEW F]
[NEW FLOW 2] |

```

TAFI MASTER HELP MENU

PHONE LIST

FEATURE AIDS

APPLICATION OVERVIEW

MAINTENANCE PLANS

TAFI HELP

08:16:25

Figure 8 – TAFI Master Help Menu

The user would select the specific Job Aid from this menu,

Selecting the Phone List option produces the following sub-menu of options:

[illegible]

Figure 9 – Phone List Menu

Also notice the row of down arrows at the bottom of this menu. This indicates that more options are available. To view these additional selections, the user must depress the “**Page Down**” key.

The TAFI Help system is displaying the text of a file that is longer than the number of lines available in this window. You know *this because* the word ‘end’ does not appear as the last line of information. The word ‘end’ is called the End of File mark or EOF.

To view the additional information, depress the “**Page Down**” key on your keyboard. If the EOF is still not displayed, depress the Page Down key again to view the next ‘window’ of information. Also, if you have ‘scrolled’ down too far, you can move back up the file by depressing the “**Page Up**” key.

Depressing the Page Down key from Figure 11 produces the next ‘page’ of test information:

02-25-00 Trouble Analysis Facilitator			
2720 Access Integrated Networks, Inc.	912-475-9800	912-475-9800	Access Net
7039 Access Integrated Networks, Inc.	912-475-9800	912-475-9800	Access Net
8780 Access Point	800-957-6468	800-957-6468	Access Pnt
4834 Actel Integrated Communications	877-700-9400	877-700-9400	Actel
4835 Actel Integrated Communications	877-700-9400	877-700-9400	Actel
4883 Actel Integrated Communications	877-700-9400	877-700-9400	Actel
6111 Adelphia Telecom of FL	800-345-4319	800-345-4319	Adelphia
8932 Advance Phone System	888-779-5330	888-779-5330	Advance
8383 Advanced Cellular Corp.	888-397-6490	888-397-6490	Adv Cell
8839 Advanced Tel. Inc.	504-621-4300	504-621-4300	Adv-Tel
7774 Advanced Tel. Inc. (EATel)	504-521-4300	504-521-4300	Adv Tele
6189 Advantel Communications, Inc.	800-832-1880	800-832-1880	Advantel
8471 Advent Consulting & Technology	813-715-1619	813-715-1619	Advent
4208 African-American Telecomm Inc.	888-327-5228	888-327-5228	African-Am
7017 Alec, Inc.	502-422-5363	502-422-5363	Alec Inc

ENHANC	*****	FREQUENTLY DIALED NUMBERS - TENNESSEE GLOBAL CALLING CARD & 800 PLATFORM ~~~~~ F2up F3down ENTERaccept
NEW F		
NEW FLOW 2		

08:21:06

Figure 12 – Next ‘Page’ of CLEC Lookup Table

Notice that as the user scrolls down a window, the last item on the first page becomes the first item on the second page, etc. This designed overlap provides a measure of confidence that items were not skipped over.

The primary user for this CLEC Lookup Table is the BST employee. Should your (CLEC’s) end-user customer call BST in error to report a problem, this table will provide the correct referral number. The **Repair #** routes callers to your maintenance operation while the **Order #** provides access to your Business Office (sales).

5.4.2 CLOSING THE HELP WINDOWS

When you have finished viewing the selected information, depress the **F6** function key to 'retrace your steps'. For example, depressing the F6 key one time will return you to the Phone List menu. Depressing it a second time will return you to the TAFI Help menu and depressing F6 a third time will return you to the Initial Trouble Entry Window (or where you were when you depressed the Help Key (F1)).

5.4.3 FEATURE AIDS

Suppose the customer calls and advises that he has forgotten how to activate his Call Forwarding feature. After entering the customer's telephone number in TAFI, the user can quickly verify if the customer is paying for Call Forwarding by depressing the F7 function key. Doing so produces Figure 13:

⇒ **Note:** The F7 option translates the USOC coded feature information found on the customer's CSR list into English terms. (Obviously, without a telephone number, it's impossible to locate the customer in the database).

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BSI R2000.1 SIM
TN 999 949 5038 NAME DUNCAN, JACK M 1AES
OOS ADDRESS 867 RENEE DR , HAUGH
WKG RES MAINT CONTRACT TDG

----- BOCRIS Features -----
Memory Call Service
Message Waiting/Stutter Dialtone
Long Distance Carrier (0288)
Touch Tone
Call Waiting
Cancel Call Waiting
Call Forwarding Variable
Call Forward Busy
Call Forward Don't Answer
Call Forwarding Ringing Cycle (4)
Call Return
Wire Maintenance Plan
Intralata Carrier (5124)
  
```

BOCRIS Data Available for 9999495038

01:38 08:36:04

Figure 13 – Customer Feature Listing (F7)

Assume for the moment that the user is not familiar with how to activate the Call Forwarding feature. The user can obtain instructions on the operation of a vast number of features from the TAFI Help utility. Depressing F1 produced Figure 8 – TAFI Master Help Menu. From this

menu, selecting the Feature Aids option will produce a listing of available features documented as shown in Figure 14 – (Help) Feature Aid Listing:

02-25-00 Trouble Analysis Facilita

TN [REDACTED] OOS [REDACTED] A

DIAL TN [REDACTED]

OUTGO

INCOM

TRANS

MEMOR

MEMOR

CALLI

LONG

PHYSI

DATA

ENHAN

NEW F

NEW FLOW 2

Queue Management? [REDACTED]

F2profile F3queued

* May contain fragment

* consistent with your

* be used for sales an

HELP LOOK UP

ANONYMOUS CALL REJECTION

CALL BLOCK

CALL FORWARDING

CALL FORWARDING DON'T ANSWER

CALL RETURN

CALL SELECTOR

CALL TRACING

CALL WAITING

CALL WAITING DELUXE

CALLER ID

CALLING NUM DELIVERY BLOCKING PER CALL

CALLING NUMBER DELIVERY BLOCK

MAINTENANCE PLANS

MEMORY CALL ANSWERING SVC PLUS

MEMORY CALL BASIC

MEMORY CALL DELUXE

MESSAGE DELIVERY SERVICE

F2up F3down ENTERaccept

08:22:15

Figure 14 – (Help) Feature Aid Listing

⇒ **Note:** As demonstrated in Figure 9, this option has more entries than can be displayed on a single screen. To view these additional options, depress the 'Page Down' key.

Selecting the Call Forwarding option will produce a text file describing how to use this feature as shown in Figure 15.

Notice that the word 'end' does not appear at the bottom of this window. Therefore the user knows there is more information on this subject available. To access this additional information, depress the Page Down key. Read the information provided and then depress the Page Down key sequentially until reaching the EOF mark.

08:23:37

5.4.4 APPLICATION OVERVIEW

This option provides a brief, high level, overview of how the TAFI system operates:

This option provides a brief, high level, overview of how the TAFI system operates:

08:26:28

5.4.5 MAINTENANCE PLANS

5.4.5 MAINTENANCE PLANS

This section provides information on the various BST maintenance coverage options.

⇒ **Note:** Many CLECs have opted not to purchase BST's maintenance plans and this data may not be of any benefit to them ... other have.

02-25-00 Trouble Analysis Facilita

TN [redacted] OOS [redacted] A

DIAL [redacted] TN [redacted]

OUTGO
INCOM
TRANS
MEMOR
MEMOR
CALLI
LONG
PHYSI
DATA
ENHAN
NEW F
NEW FLOW 2

Queue Management? [redacted]

F2profile F3queued

XXXXXXXXXXXXXXXXXXXX
* May contain fragment
* consistent with your
* be used for sales an
XXXXXXXXXXXXXXXXXXXX

HELP LOOK UP

WMP AFTER HOURS LABOR USOC W-CHARGES
WMP DEFINITION OF TECHNICAL TERMS
WMP INSTALLATION USOCs W-CHARGES
WMP MAINTENANCE-REPAIR USOCs W-CHARGES
WMP MATRIX-MAINTENANCE PLAN
WMP NAME AND DEFINITION
WMP PREMISES WORK CHARGES

F2up F3down ENTERaccept

PHONE LIST
FEATURE AIDS
APPLICATION OVERVIEW
MAINTENANCE PLANS
TAFI HELP

08:27:28

Figure 17 – BST Maintenance Plans

Selecting one of these options will provide specific details about the individual plan.

5.4.6 TAFI HELP

The last entry on the TAFI Master Help Menu is called “TAFI Help”. It contains a number of reference options as well as providing some additional ‘look up’ functions. Selecting this menu choice produces the options found in Figure 18 – ‘TAFI Help’ Option, located on page 37.

02-25-00 Trouble Analysis Facilita

TN OOS A

HELP LOOK UP

BACKDATE CODES & USAGE
 BACKTALK
CARRIER IDENTIFICATION
 PASSWORD MAINTENANCE
 VIDEO TRIAL COVERAGE AREA
 WMP AFTER HOURS LABOR USOC W-CHARGES
 WMP DEFINITION OF TECHNICAL TERMS
 WMP INSTALLATION USOCs W-CHARGES
 WMP MAINTENANCE-REPAIR USOCs W-CHARGES
 WMP MATRIX-MAINTENANCE PLAN
 WMP NAME AND DEFINITION
 WMP PREMISES WORK CHARGES

F2up F3down ENTERaccept

TAFI HELP

DIAL TN

OUTGO
 INCOM Queue Management?

TRANS F2profile F3queued

MEMOR
 MEMOR
 CALLI
 LONG
 PHYSI
 DATA
 ENHAN
 NEW F
 NEW FLOW 2

 * May contain fragment
 * consistent with your
 * be used for sales an

08:30:21

Figure 18 – 'TAFI Help' Option

A useful 'look up' option is the Carrier Identification entry. Reviewing this file will show the Preferred Interexchange Carrier (PIC) code for every long distance carrier in the BellSouth region. The list is sorted by PIC code.

02-25-00 Trouble Analysis Facilita

 * Subject : CARRIER IDENTIFICATION

 Updated 12-14-1999

 TOPIC: CARRIER CROSS-REFERENCE TABLE

PIC ID	CARRIER NAME	SVC TEL. NUMBER
0008	TELE-FIBERNET	800-226-8888
0009	HEARTLINE COMM. INC.	800-569-22000
0011	METROMEDIA LONG DISTANCE	800-275-22733

ENHAN ***** TAFI HELP

NEW F

NEW FLOW 2

08:30:52

Figure 19 – Carrier Cross-Reference Table

⇒ **Note:** The BACKTALK system referenced in the TAFI Help Menu is an internal BellSouth interactive voice response system used to communicate with the Residential end-user. Since all dialogue regarding a CLEC trouble report is between BellSouth and the CLEC, this BACKTALK system that is not used for processing CLEC trouble reports.

5.4.7 OTHER RESOURCES

In addition to the on-line resources, the call guide pages of the BellSouth telephone directory make a wonderful job aid for instructing customers' on the proper utilization of their service.

5.5 TROUBLE ENTRY SCREEN

Upon receipt of a customer call, the user will obtain and enter the area code and telephone number of the line in trouble and then depress the **Enter Key**.

Based on the telephone number entered, the CLEC TAFI system gathers and displays the following information from the downstream or "legacy" systems:

- The customer's *Name and Address* from LMOS
- *Line Features* from the CRIS Customer Service Records (CSR)

⇒ **Note:** TAFI also obtains the customer's name and address from the CRIS CSR. However, the name and address found on the LMOS record is displayed on the TAFI screen and is used to generate the trouble report. In almost all cases the name and address values are the same. However, in some cases, the LMOS record may have incorrect data and you must then enter the correct values in the Narrative field of the trouble report (discussed later). This ensures that the field technician is dispatched to the correct location (if a dispatch is necessary to correct the problem).

⇒ **Note:** *The CLEC TAFI system validates that the number entered belongs to the CLEC processing the report. If the entered number does not belong to the CLEC (as defined by the OCN in the user's TAFI profile), TAFI will generate an error message for 5 seconds and will then return the user to the Initial Trouble Entry Window.*

⇒ **Note: TAFI depends upon the availability of CRIS and LMOS to validate a user prior to processing a report. For approximately one hour per day (between 1 AM and 4 AM) these legacy systems are down for backup. Should the CLEC need to process a report during this period, the user can either wait for the legacy systems to return or manually report the**

For illustration, a trouble report for 999-949-5038 is entered as follows:

```

02-25-00 Trouble Analysis Facilitation Interface BRIAFIYM BST R2000.1 SIM
TN [redacted] NAME [redacted]
OOS [redacted] ADDRESS [redacted]

[DIAL] TN 999 949 5038
[OUTGO]
[INCOM] Queue Management? [redacted]
[TRANS]
[MEMOR] F2profile F3queued F4supervise F6exit
[MEMOR]
[CALLI]
[LONG]
[PHYSI]
[DATA]
[ENHAN]
[NEW F]
[NEW FLOW 2]

*****
* May contain fragmented CPNI, to be used only *
* consistent with your CPNI training. Not to *
* be used for sales and marketing purposes. *
*****

No troubles in queue 08:34:14

```

Figure 20 – Initial Report for 999-949-5038 Example

Depressing the **Enter** key results in the following:

```

02-25-00 Trouble Analysis Facilitation Interface  BRTAFIYM  BST R2000.1 SIM
TN 999 949 5038 NAME DUNCAN, JACK M
OOS N ADDRESS 867 RENEE DR . HAUGH
WAITING FOR BOCRIS
WKG RES MAINT CONTRACT IN (LMOS)
2071 DAYS SINCE LAST TROUBLE
MCAL FRAME

TDG
Analyzing DownStream Systems

LMOS Data Available for 9999495038
00:02 08:38:25

```

Figure 21 – Processing a Report

TAFI gathers data from LMOS and BOCRIS (CRIS) in order to process a customer trouble report. Once the user enters the initial information on the Initial Trouble Entry Window, TAFI forces the user to wait until the downstream data is collected. The message “Analyzing DownStream Systems” is displayed.

Notice that the message in the Status Line tells you that the LMOS data has been collected and the message under the Name and Address fields tells you that TAFI is still waiting for BOCRIS information.

- ⇒ **Note:** Earlier versions of TAFI obtained the customer’s feature data (CSR) by logging into BOCRIS. TAFI now gathers this data directly from CRIS using a new communications technique called Navigator. However, the screen messages (i.e., “waiting for BOCRIS”) did not change.
- ⇒ **Note:** The current message in the Status Line will remain on the screen until the next Status Line message appears. Sometimes this is only a few seconds.

Once TAFI has collected data from the downstream systems, the following screen is provided:

```
02-25-00 Trouble Analysis Facilitation Interface  BRTAFIYM  BST R2000.1 SIM
TN 999 949 5038 NAME DUNCAN, JACK M 1AES
OOS ADDRESS 867 RENEE DR , HAUGH

MKG RES MAINT CONTRACT TDG
2071 DAYS SINCE LAST TROUBLE
MCAL B-9995559141 FRAME 999-555-4948

TDG

DIAL TONE
OUTGOING CALL
INCOMING CALL
TRANSMISSION
MEMORY SERVICE
MEMORYCALL
CALLING PLANS/BILLING (ANI)
LONG DISTANCE
PHYSICAL
DATA PROBLEMS
ENHANCED SERVICES
NEW FLOW 1
NEW FLOW 2

BOCRIS Data Available for 9999495038 05:09 08:43:32
```

Figure 22 – Main Menu Screen

The Trouble Entry screen is used to initiate the report processing flows.

⇒ **Note:** TAFI is just an interface to many BellSouth systems. LMOS is the official trouble reporting system for non-designed services. When the user processes customer reports using TAFI, TAFI does all of the work of generating the appropriate LMOS entries.

The Trouble Entry screen consists of the following:

Title Bar

Customer Information Window

Query and Message Window

Base Window Area

Sub-Menu Windows

Pop-Up Window Area

Status Line

5.5.1 TITLE BAR

The Title Bar is located on line one and displays the current date, application name (Trouble Analysis Facilitation Interface), the name of the physical processor (BRTAFIYM) and the application version (BST R2000.1 SIM).

5.5.2 CUSTOMER INFORMATION WINDOW

The fields in this window are populated with information from LMOS about the customer's account. TAFI uses the telephone number you entered in the Initial Trouble Entry window to retrieve the following customer information:

- Name
- Address
- Maintenance agreement indicator
- New installation flag

The first section of the Customer Information Window identifies your customer's line record. This information is automatically provided by LMOS.

- **TN:** The area code and telephone number of the line in trouble is displayed here.
- **OOS:** Out Of Service indicator flag (Y/N)
- **Name:** The customer's name as listed in the LMOS database
- **Address:** The street address where the service is located (according to LMOS)

The next block of information contains information about the service. It is located under the Name and Address block.

(1) The Working Condition (e.g., WKG).

Any of the following could be shown in this field.

WKG (Working) Calls can be made or received from this number.

UNAS (Unassigned) The telephone number is not yet assigned to a customer. It is possible that new telephone service information is not available yet in LMOS. (The TAFI screen would show 'Not Found' in the name and address field.)

User action: Obtain the Name, Address and Location information and type it in the Narrative **field** on the TAFI Trouble Report screen. Remember to precede the name with LN ____ (for listed name) and SA ____ (for serving address).

DISC (Disconnected) Calls cannot be made or received from this number. It is possible that new telephone service has recently been installed and the computer records are in the process of being updated.

User action: Ask the customer if the service was recently installed. If yes, obtain the Name, Address and Location information and enter it in the Narrative field. Remember to precede each entry with __ ? (see above)

NWKG (Non-working) Line is temporarily not working either at the customer's request or because of an overdue bill. Calls cannot be made or received from this number.

User action: Do Not discuss NWKG with the customer. Say something like: "Mr./Ms. (Customer's Name) my records indicate that you will need to talk with our Business Service Center" (i.e., follow the procedures established by your company for this condition).

(2) The Class of Service (e.g., RES)

Identifies the Class of Service (CS) - Residence, Business, Coin, Data, etc.

RES for residence service should be shown on your screen. (Although many of the examples in the TAFI training database carry the RES Class of Service, the CLEC TAFI system will properly support both Residence and Business POTS trouble reports.)

5.5.3 VERIFYING NAME AND ADDRESS

The recommended procedure is for the user to verify the customer's name and address information shown on the screen.

VERIFICATION OF CUSTOMER INFORMATION IS A CRITICAL STEP. THIS ENSURES THE REPORT WILL BE GENERATED ON THE RIGHT TELEPHONE NUMBER.

This information is confidential and **must always come from the customer**. Repeat the name and address only after the customer has given it to you. If the customer fails to give you location information, and the screen shows location data, ask the customer if there is an apartment, building, or floor, etc., whichever pertains to the location data shown by LMOS.

If the name and address do not match the information the customer has provided to you, **VERIFY THE AREA CODE AND TELEPHONE NUMBER AGAIN**.

If the area code and telephone number are both correct, but the name, address and/or location is incorrect, the correct information will have to be entered in the narrative. Remember to precede the name with LN ____ (for listed name) and SA ____ (for serving address)

⇒ **Note:** It is very important to correct the name and address in the narrative field. Without this correction, the technician will be going to the wrong location!

If the area code or telephone number is incorrect, abandon this CLEC TAFI transaction by depressing the cancel function key (as discussed in Section 10.1). This will give the user a new Trouble Entry Screen. Type the correct area code and telephone number and proceed with the contact.

Next to the class of service is **maintenance plan information**. This will tell you if the customer subscribes to one of BellSouth's maintenance plans or not. In addition, TAFI displays which maintenance plan the customer is subscribing to.

Next to Maintenance Plan indicator is the Reseller Field - if this account is handled by a 'reseller'.

⇒ **Note:** When TAFI is used by a BellSouth repair attendant, TAFI automatically recognizes that a reseller is involved with the account and notifies the user so appropriate actions can be taken.

The next line is used to display **Trouble History** (summary) information. If the customer has reported trouble in the last 30 days, it will be noted here as a **REPEAT Report** or you may see **NO TROUBLE HISTORY**.

The last line of the Customer Information Window displays begins with MCAL (for MemoryCall) followed by an O (for Octel) or B (for BTI) to indicate which MemoryCall system is provided in the serving central office followed by the **MemoryCall Access Number**. Should the TAFI flow indicate that you should contact the 'frame' and have a technician perform a specific function, the **Frame telephone number** for the central office is also provided.

5.5.4 THE BASE WINDOW AREA

The base window area is displayed within the lower left corner of the main screen. The base window area is a display area only.

This window area displays the **Main Menu** window or the **Trouble Entry Summary** window. These windows are never displayed at the same time.

5.5.5 QUERY WINDOW

This window is used to display questions that TAFI needs answered to properly process the trouble report. The user may have to ask the customer (using your own words) about the reported trouble to get TAFI an answer or you may know the answer without asking the customer. When a question appears in this window, you should enter the answer at the cursor prompt. The question can usually be answered with "Y" for yes or "N" for no.

02-25-00 Trouble Analysis Facilitation Interface		BRTAFIYM	BST R2000.1 SIM
TN 999 949 5038	NAME DUNCAN, JACK M		1AES
OOS N	ADDRESS 867 RENEE DR , HAUGH		
Is trouble on all phones?		RES MAINT CONTRACT TDG	
		DAYS SINCE LAST TROUBLE	
		B-9995559141 FRAME 999-555-4948	
NDT			
		<div style="border: 1px solid black; padding: 5px;"> NO DIAL TONE AT TIMES NO DIAL TONE SLOW DIAL TONE CAN'T BREAK DIAL TONE DIAL TONE AFTER DIALING NUMBER BUSY/REORDER/RECORDING PICKUP </div>	
BOCRIS Data Available for 9999495038		08:14 08:46:37	

Figure 23 – Sample Query Window

5.5.6 MESSAGE WINDOW

Message windows are used by TAFI to provide the user with instructions or to give information about the processing of the trouble report.

TAFI is not very 'polite' when it comes to telling something. When TAFI presents a message window (it has a very thick boarder so you can't miss it), the message window takes over complete control of the system. You could be in the middle of filling in some required data when a message window appears on the screen and all of your keyboard entries are lost from the instant the message window appeared.

TAFI needs to know that the user has read the information before it will resume processing the report. The user tells TAFI that you have read the information by depressing the **Enter** key. To respond to a message window, the user should:

- Read the information TAFI is telling
- Understand what TAFI is telling (and the user might want to make a note)
- Depress the Enter key to clear the Message Window

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM		
TN 999 949 5038	NAME DUNCAN, JACK M	1AES
00S N	ADDRESS 867 RENEE DR , HAUGH	
- Advise customer to try another phone in that jack.		RES MAINT CONTRACT TDG DAYS SINCE LAST TROUBLE B-9995559141 FRAME 999-555-4948
Trouble not on all phones Has not tried another set Not calling from trbl loc		<div style="border: 1px solid black; padding: 5px;"> NO DIAL TONE AT TIMES NO DIAL TONE SLOW DIAL TONE CAN'T BREAK DIAL TONE DIAL TONE AFTER DIALING NUMBER BUSY/REORDER/RECORDING PICKUP </div>

BOCRIS Data Available for 9999495038

09:10 08:47:33

Figure 24 - Sample Message Window

5.5.7 THE MAIN MENU WINDOW

This window lists a series of options representing the first level of trouble determination selections. The Main Menu is a list of trouble category options. These options are:

- DIAL TONE
- OUTGOING CALL
- INCOMING CALL
- TRANSMISSION
- MEMORY SERVICE
- MEMORY CALL
- CALLING PLANS/BILLING (ANI)
- LONG DISTANCE
- PHYSICAL
- DATA PROBLEMS
- ENHANCED SERVICES
- NEW FLOW 1
- NEW FLOW 2

The Main Menu is displayed until it is overlaid with the Trouble Entry Summary window (Remember that the Base Window area can only display the Main Menu or the Trouble Entry Summary - not both at the same time).

```

02-25-00 Trouble Analysis Facilitation Interface  BRTAFIYM  BST R2000.1 SIM
TN 999 555 1049 NAME CONN, DONALD & M 1AES
OOS N ADDRESS 115 PAWNEE TR

MKG RES MAINT CONTRACT TDG
2203 DAYS SINCE LAST TROUBLE
MCAL B-9995559141 FRAME 999-555-4948

|DIAL TONE|
|OUTGOING CALL|
|INCOMING CALL|
|TRANSMISSION|
|MEMORY SERVICE|
|MEMORYCALL|
|CALLING PLANS/BILLING (ANI)|
|LONG DISTANCE|
|PHYSICAL|
|DATA PROBLEMS|
|ENHANCED SERVICES|
|NEW FLOW 1|
|NEW FLOW 2|
  
```

BOCRIS Data Available for 9995551049

00:24 08:49:51

Figure 25 – Main Menu

To select an item from the Main Menu you have several choices:

- Depress the Tab key or Space Bar to move the cursor (highlighted area) down one position per button push - then depress the **↵ Enter** key to select your choice.
- Use the Up and Down Arrow keys to select your option - then depress the **↵ Enter** key to select your choice.
- Use the “Hot Key” selection method.

Each menu selection has one letter highlighted (bolded, a different color or reversed video depending upon the user's terminal type). For illustration, the Main Menu listing on the previous page has these letters bolded and underlined. Just type one of these letters to select the corresponding option.

For example, to select 'Physical' as the desired trouble category, just type the letter '**P**'. TAFI will jump the cursor (highlight area) to the Physical entry and automatically depress the **↵ Enter** key for you.

When an option from the Main Menu is selected, a **Sub-Menu** window is opened. For example:

```

02-25-00 Trouble Analysis Facilitation Interface  BRTAFIYM  BSI R2000.1 SIM
TN 999 555 1049  NAME CONN. DONALD & M  1AES
OOS N ADDRESS 115 PAWNEE TR

WKG RES MAINT CONTRACT TDG
2203 DAYS SINCE LAST TROUBLE
MCAL B-9995559141 FRAME 999-555-4948

DIAL TONE
OUTGOING CALL
INCOMING CALL
TRANSMISSION
MEMORY SERVICE
MEMORYCALL
CALLING PLANS/BILLING (ANI)
LONG DISTANCE
PHYSICAL
DATA PROBLEMS
ENHANCED SERVICES
NEW FLOW 1
NEW FLOW 2

NO DIAL TONE
AT TIMES NO DIAL TONE
SLOW DIAL TONE
CAN'T BREAK DIAL TONE
DIAL TONE AFTER DIALING NUMBER
BUSY/REORDER/RECORDING PICKUP
  
```

BOCRIS Data Available for 9995551049 03:58 08:53:25

Figure 26 – Sub Menu Example

Based on the trouble described by the customer, the user selected an option from the Main Menu (i.e., Dial Tone) which generated the corresponding Sub Menu. Making a selection from the Sub Menu will initiate the actual dialogue between the user and TAFI. (Notice that the Hot Key works for sub-menus too.)

This selection will determine the flow of the customer contact. Based on the selection, TAFI will begin to ask the user questions, direct the user to ask the customer questions, and/or instruct the user on what actions to take. Therefore, the user must make sure that he selected the appropriate category to represent the customer's problem.

This interaction with TAFI will take place in the Query and Message window area.

Once the user leaves the menu selection and begin the actual 'flow' process (TAFI asking questions, etc.), TAFI will overlay the Main Menu with the Trouble Entry Summary.

The top half of the Trouble Entry Summary summarizes the flow of the contact. For example: Suppose the user selected Dial Tone, then No Dial Tone from the sub-menu. Then TAFI tells the user to ask the customer if the trouble is on all phones. If the customer answers "yes", the user would enter Y. The Trouble Entry Summary window will display each step in the process as a real-time audit.

02-25-00 Trouble Analysis Facilitation Interface BRIAFIYM BST R2000.1 SIM

TN 999 555 1049 NAME CONN, DONALD & M 1AES
 OOS ADDRESS 115 PAWNEE TR

Is trouble on all phones?

RES MAINT CONTRACT TDG
 DAYS SINCE LAST TROUBLE
 B-9995559141 FRAME 999-555-4948

NDT

NO DIAL TONE
 AT TIMES NO DIAL TONE
 SLOW DIAL TONE
 CAN'T BREAK DIAL TONE
 DIAL TONE AFTER DIALING NUMBER
 BUSY/REORDER/RECORDING PICKUP

BOCRIS Data Available for 9995551049 04:32 08:53:59

Figure 27 – Example Query Window

If you find yourself taking ‘the wrong path’, you can back up by depressing F6 (once for each step in the process until you reach the appropriate selection).

02-25-00 Trouble Analysis Facilitation Interface BRIAFIYM BST R2000.1 SIM

TN 999 555 1049 NAME CONN, DONALD & M 1AES
 OOS ADDRESS 115 PAWNEE TR

Is the line currently in use?

RES MAINT CONTRACT TDG
 DAYS SINCE LAST TROUBLE
 B-9995559141 FRAME 999-555-4948

NDT
 Trouble on all phones
 REBACK=N

NO DIAL TONE
 AT TIMES NO DIAL TONE
 SLOW DIAL TONE
 CAN'T BREAK DIAL TONE
 DIAL TONE AFTER DIALING NUMBER
 BUSY/REORDER/RECORDING PICKUP

BOCRIS Data Available for 9995551049 05:23 08:54:50

Figure 28 – LIU Question

This question controls when MLT testing can be accomplished. If “Yes”, TAFI will instruct the customer to hang up so a meaningful test can be run.

Depending on the trouble being reported, you may receive more sub-menus or the Pop-Up Area window will be activated for more data entry

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM

TN 999 555 1049 NAME CONN, DONALD & M 1AES
OOS N ADDRESS 115 PAWNEE TR

Get reach information and advise customer of commitment.
(If necessary, use F9 to enter Access & Commitment information.)

Line not in use (LIU=N)

AT TIME
SLOW DI
CAN'T B
DIAL TO
BUSY/RE

REACH#
REMARKS
ACCESS#
REP BY
NEW COMM AS
ACCESS: A B
OS 05-10-94 0500P
AS 05-10-94 0500P
BC 05-11-94 0700P
CUS DT
NOTE
CAT CD IRATE N CC N
TRBL DESC NDT ****
ADTNL NAR
DT RECVD
MTR: -
EMAIL:

Waiting for test results... 10 secs 08:24 08:57:51

Figure 29 – Message Window

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM

TN 999 555 1049 NAME CONN, DONALD & M 1AES
OOS N ADDRESS 115 PAWNEE TR

Do you have a PC/Fax Machine connected to this line?

Trouble on all phones
REBACK=N
Line not in use (LIU=N)

NO DIAL
AT TIME
SLOW DI
CAN'T B
DIAL TO
BUSY/RE

REACH# 8005551234
REMARKS XYZ Phone
ACCESS# =
REP BY Gene
NEW COMM AS
ACCESS: A B
OS 05-10-94 0500P
AS 05-10-94 0500P
BC 05-11-94 0700P
CUS DT
NOTE
CAT CD IRATE N CC N
TRBL DESC NDT ****
ADTNL NAR
DT RECVD
MTR: -
EMAIL:

Information Available for 9995551049 14:20 09:03:47

Figure 30 – Access and Commitment Window

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BSI R2000.1 SIM		
TN 999 555 1049	NAME CONN, DONALD & M	1AES
OOS N	ADDRESS 115 PAWNEE TR	
- Advise customer line tests okay. Does customer agree to closeout? (Answering YES will route to FECOTOK.)		RES MAINT CONTRACT TDG DAYS SINCE LAST TROUBLE B-9995559141 FRAME 999-555-4948
REBACK=N Line not in use (LIU=N)	<div style="border: 1px solid black; padding: 5px;"> NO DIAL TONE AT TIMES NO DIAL TONE SLOW DIAL TONE CAN'T BREAK DIAL TONE DIAL TONE AFTER DIALING NUMBER BUSY/REORDER/RECORDING PICKUP </div>	
15:07 09:04:34		

Figure 31 – FECO Recommendation

The bottom half of the Trouble Entry Summary window displays supplemental data, facility trouble indicators and special handling flags.

Multiple windows can be layered in the Pop-Up Area. As the flow continues and additional information or actions are initiated, activated windows are layered over the inactive ones. The activated window is always in front (and has the square cursor on it).

In this example trouble report, the customer did not agree to test results and the user answered "N" to the 'Does customer agree to closeout' question (above screen). TAFI then routes the report to the screener MA position in the BRMC for additional analysis.

- ⇒ Note: In this example, the test results indicated a Test OK outcome. TAFI then examined the NIW database to see if there is a history of CO blockage (which could cause a temporary NDT situation). No blockage data was found and, since the customer disagreed to close the report, the report is routed to the MA with the outcome of the NIW query.

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

TN 999 555 1049	REPEAT N	EC 999	UNIT 62700000
			LOC
NAME CONN, DONALD & M	SUB N	SO N	
ADDRESS 115 PAWNEE TR			
REACH# 8005551234	ACCESS# 8005551234	CALLED#	
REMARKS CLEC#1234567890	OK/	REP BY Gene	
TRBL DESC NDT ****			NOTE
NARRATIVE -ndt-a/p-2SKIONE			
MTR: LINK:			
NEW COMM AS	ACCESS: A B	OS 05-10-94 0500P	
CUS DT	CAT CD IRATE N CC N	AS 05-10-94 0500P	
DT RECVD	SUB: CLSALT NI N	BC 05-11-94 0700P	
TEST RES IOK	HANDLE BLKN	MISC H98	
RECOMMEND BLKN-TOK-No Blockage Found			
			BRTAFIYM

Information Available for 9995551049

03:42 08:58:11

Figure 32 - TAFI Trouble Report Screen

5.5.8 STATUS LINE

The bottom of the Trouble Entry screen is reserved for the status line. The status line is used to display error and status messages. It also displays, in the bottom right hand corner, the time elapsed since you began taking the trouble report and the current 'system' clock time, in that order.

The status line is a display window only. You cannot enter data in this area.

When all entries have been made on the Trouble Entry screens, the **ENTER** key is pressed to initiate the LMOS Trouble Report. The screen disappears and the Initial Trouble Entry Screen is displayed to begin processing the next report. When the user completes the TAFI transaction, on of three possible outcomes occur:

- The problem is resolved and an LMOS trouble report is initiated and closed.
- The problem is placed in an LMOS trouble report and routed to the appropriate work group for handling. (This includes sending reports to the "Technical Support" (TECH) group of MA's for manual screening because TAFI does not have enough information to make a determination.)
- The problem is cleared by TAFI as a transfer situation (i.e., refer to Business Office).

6 TAKING TROUBLE REPORTS

The procedure for processing trouble reports is quite simple:

1. Listen to what the customer is saying and then translate it into the appropriate trouble category.
2. Select the appropriate trouble category from the TAFI Main Menu.
3. Respond to TAFI's questions and do what TAFI says.

Being able to identify what the customer's trouble is (i.e., filtering what the customer tells you to determine the nature of the trouble) will enable you to select the appropriate starting point in TAFI. Once you have the correct starting point, TAFI takes care of the rest.

⇒ **Note:** Every time the CLEC enters a trouble report, TAFI validates that the number entered belongs to the CLEC. This is done by checking the OCN⁵ value in the CRIS record against the user's OCN stored in TAFI. If CRIS is not available (i.e., down time at night), the validation can not be made and the user can not enter the trouble report. The user can enter basic information and queue the report until CRIS returns or just wait to enter the report. For an emergency situation, the CLEC can call the BRMC and manually report the problem.

6.1 TROUBLE CATEGORIES

Each trouble category on the Main Menu is a broad description that corresponds to a 'family' of possible trouble situations - the Sub-Menu items. In some cases, the Sub-Menu items have a further breakdown of possible trouble conditions in additional Sub-Menus. Using this approach, TAFI is zeroing in on the actual cause of the problem.

Following is a review of each Main Menu trouble category and a discussion on the various sub-menu options. The initial trouble categories were first discussed in "The Main Menu Window", section 5.5.7.

A key to learning these descriptions is to always remember that the customer will be reporting trouble that affects the making or receiving of telephone calls.

⁵ OCN is the Operating Company Number assigned to the local competition carrier during the certification process of becoming a CLEC.